



## Your Privacy

M&M HealthPower Pty Ltd, is committed to adopting the highest standards to safeguard our customers' personal information.

M&M HealthPower Pty Ltd, like other companies operating in Australia, is bound by the National Privacy Principles as set out in the Privacy Act 1988 and the Privacy Amendment (Private Sector) Act 2000

M&M HealthPower's collection, use and disclosure of personal information is set out below:

### **What Personal Information does M&M HealthPower collect and why?**

M&M HealthPower collects personal information about you in order to provide personalised Home Nursing and Personal care Services

The personal information you provide to M&M HealthPower will enhance the products and services that we offer you. The type of personal information we collect may include your name, address, telephone numbers, information on your current health status, your medical history. Next of Kin details, your GP's details etc. These details will provide us with the relevant information for your treatment. This information permits us to issue accurate bills and provide appropriate service to suit your needs.

### **How M&M HealthPower may use your Personal Information**

The personal information you provide M&M HealthPower may be used for a number of purposes connected with our business operations, which include:

- processing your orders or applications;
- carrying out credit checking and scoring (unless we have agreed otherwise);
- providing you with products and/or services requested;
- billing you or administering your account;
- dealing with requests, enquiries or complaints and other customer care related activities;
- carrying out market and product analysis and marketing our products and services generally;
- contacting you about our group companies' products and services;
- carrying out any activity in connection with a legal, governmental or regulatory requirement on us or in connection with legal proceedings, crime or fraud prevention, detection or prosecution.

We may also use your personal information for purposes related to those described above which would be reasonably expected by you. For example, we may use your personal information to keep you informed about changes to our services or conducting analysis in order to provide better service to you. We will not use your information for purposes other than described above unless we have your consent or there are specified law enforcement or public health and safety reasons.

## **Sharing your Personal Information**

M&M HealthPower may disclose or receive personal information or documents about you to/from:

- Hospitals, GP's or LMO's, Nursing Services (or any other health referral agency), Next of Kin;
- credit providers or credit reporting agencies for the purposes permitted under the Privacy Act;
- law enforcement agencies to assist in the prevention of criminal activities;

Unless you consent, we will not disclose your personal information to third parties, other than those who have contracted with M&M HealthPower to keep the information confidential, or who are subject to obligations to protect your personal information.

## **Security of your Personal Information**

We will take reasonable steps to ensure that the personal information we collect, use or disclose is accurate, complete, up-to-date and stored in a secure environment protected from unauthorised access, modification or disclosure.

## **How to access your Personal Information**

Upon your request, Vodafone will take reasonable steps to let you know, generally, what sort of personal information we hold, for what purposes and how we collect, use and disclose that information.

Upon your request, M&M HealthPower will provide access to your personal information we hold, except in certain prescribed circumstances, including emergency situations, specified business imperatives and law enforcement or other public interests.

## **How to contact us**

If you have any queries or concerns, please contact our Clinical Services Manager by phoning **03 9836 5547**